TASK ORDER (TO)

GSQ0014AJ0024

GSA CIO Application Maintenance, Enhancements, and Operations (CAMEO)

in support of:

The General Services Administration (GSA), Office of the Chief Information Officer (OCIO)

Issued to:
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C.1. PURPOSE

The purpose of this Task Order (TO) is to support the General Services Administration (GSA) Office of the Chief Information Officer (OCIO) by providing services that support the operation, maintenance, enhancement, and development of GSA software applications in coordination with the Chief Information Officer (CIO) Application, Maintenance, Enhancement, and Operations (CAMEO) Small Business (SB) contractor. GSA requires support to operate its portfolio of applications while modernizing, reducing the portfolio, and eliminating the interconnectedness and dependencies when possible, of the systems and environments. This primarily supports the Federal Acquisition Service (FAS), but also includes some support of Administration Headquarters, the Office of Governmentwide Policy (OGP), and the Public Building Service (PBS).

C.2 BACKGROUND

The Office of Acquisition IT Services is organized as follows:

a. Asset and Transportation Management Division (ATM)
b. Business Intelligence & Enterprise-Wide Information Management Division (BI)
c. Contract Administration Division (CA)
d. Contract Service Management Division (CSM)
e. eCommerce Division
f. Planning and Architecture Division (PA)
g. Information Security Systems Operations Division (ISSO)
h. Applied Engineering (AE)

The Office of Acquisition IT Services provides information technology (IT) support for FAS and other parts of GSA. The applications developed and maintained by Acquisition IT Services are used by business portfolios within GSA, customer agencies, the vendor community and the general public. For each and every business line, the applications supported by CAMEO are essential to daily operations, future growth, and meeting organizational goals.

FAS leverages the buying power of the Federal Government to acquire the best value for both the taxpayers and Federal customers. FAS is comprised of the Office of the Commissioner, four business portfolios (business-generating components): Office of Integrated Technology Services, the Office of Assisted Acquisition Services, the Office of General Supplies and Services, and the Office of Travel, Motor Vehicle and Card Services, and three integrator offices: the Office of Customer Accounts and Research, the Office of Strategy Management, and the Office of Acquisition Management. These offices are the primary users and program offices for the application portfolios that require support under this TO.

PBS is the landlord for the Federal Government. PBS Office functions include: the Office of Client Solutions, the Office of Leasing, the Office of Budget and Financial Management, the Office of Facilities Management and Services, the Office of Design and Construction, the Office of Organizational Resources, and the Office of Portfolio Management. The current portfolio of applications that require support includes a limited number of PBS applications, however as the Office of Acquisition IT Services supports more applications, it will be called upon to support additional applications.

C.2.1 AGENCY MISSION

GSA's mission is to deliver the best value in real estate, acquisition, and technology services to the Federal Government and the American people. The role of the GSA OCIO is to provide the organization with a focused portfolio of applications that enable GSA to meet growth objectives in an agile, efficient timeline, without unintended consequences. The OCIO for Acquisition IT Services provides GSA with strategic and tactical IT business solutions to enable GSA to effectively serve its customers. The IT solutions must align with the business portfolio's needs and mission to be effective and flexible enough to support the changing business environment.

C.2.2 VISION

The GSA OCIO Office of Acquisition IT Services' vision is to enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with Cloud First policy.

Cloud ready is defined as the following for the purposes of this TO: developing solutions that lend themselves to immediate or eventual porting to cloud-based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
b. Elasticity - ability to scale up and/or down.
c. Resilience - incorporation of capability for "self-healing."
d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

GSA intends to move towards a Common Acquisition Platform (CAP) that seeks to provide Government-wide transactional data and reduce the costs of operating redundant acquisition systems. When the vision of CAP is developed more fully, the Government may require support under this TO to transition the existing application portfolio to this new platform and provide for modernization overall to ensure that GSA is able to meet customers' needs.

C.3 SCOPE

The contractor shall provide, predominantly from its own location, application development, enhancement, maintenance and management services, and program management for the current and future application portfolio. The contractor shall also provide support for modernizing the application environment, improving the efficiency of the environment, and working to align the application portfolio with the business needs of the organization. This is not a personal services TO.

C.4 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

Applications that are supported and maintained by the GSA OCIO are hosted in a Web Environment, Network Environment, ClearPath Environment, Database, and Storage Area

Network (SAN). Further information on each can be found in **Section J, Attachment B**. The GSA OCIO uses Serena Business Manager (SBM) to create a consistent Systems Change Request (SCR) process and HP's Application Lifecycle Management suite to manage delivery of applications.

GSA has historically used a Waterfall (Definitive) methodology for its application portfolio. Recently, the Government has experimented with Agile and Kanban development methodologies for certain application development projects. Due to the structure of the Government, and the interconnectedness of GSA applications, the Government's ability to adopt these methodologies on a broad scale has been limited. For future application development, the contractor shall assist the Government in determining the most optimal method for development for each project, with a strong preference on modern methodologies.

Historically, the OCIO used a tailor-to-fit approach to select the right-sized System Development Life Cycle (SDLC) and the right-sized methodology for each type of work performed. The OCIO selects the level and amount of monitoring and control based on the size, complexity, and risk of the project.

SDLC reporting, which is used for the Waterfall development method, uses an approach that ensures the lowest overhead costs are incurred commensurate with the risk and management desired visibility into the project.

Waterfall (also known as Definitive): This approach is a sequential elaboration of the project is used when requirements are well defined early in the project, and the size, complexity, and cost risk are significant. This approach is also used when the project involves several applications across organizational boundaries and all applications must be deployed together to operate correctly. Release cycles vary by application and customer need; however, the majority of the OCIO's work is built into scheduled quarterly releases in which system change requests are prioritized with input from the end users, the scope is locked down, and all requirements are gathered. This approach works exceptionally well due to the inter-dependencies of many of the applications across the organization and the defined requirements. An exception exists for FSS 19. Changes or individual projects for FSS 19 are done as required and, if needed, could be done as frequently as daily.

Agile: A group of software development methods based on iterative and incremental development where requirements and solutions evolve through collaboration between self-organizing, cross-functional teams. Iterative development with incremental delivery is the most cost-effective way to develop new user interface applications and major enhancements to existing applications. It promotes adaptive planning, evolutionary development and delivery, a time-boxed iterative approach, and encourages rapid and flexible response to change. It is a conceptual framework that promotes foreseen interactions throughout the development cycle. This approach is not generally used for highly complex applications or changes involving several applications across organizational boundaries.

Kanban: The Kanban approach, a lean variant of the Agile Scrum approach, is used to most efficiently manage the development and deployment of a backlog of change requests to an application. Rather than following a prescriptive, gated-review driven methodology, change requests enter a pipeline of continuous work. This approach significantly shortens the cycle-time from when a requirement is identified through production. This flow-oriented strategy is not appropriate for large or highly complex projects. There are several applications where Kanban

can be applied. These applications have numerous system change requests in queue and have users with needs requiring shorter turn-around times. The applications and the changes requests chosen for this development approach are ones that only impact said application and do not cut across multiple applications. As this approach matures further reviews will be conducted to assess its effectiveness and applicability to other applications.

Scrum: An iterative and incremental Agile software development framework for managing software projects and product or application development. Its focus is on "a flexible, holistic product development strategy where a development team works as a unit to reach a common goal" as opposed to a "traditional, sequential approach." Scrum enables the creation of self-organizing teams by encouraging co-location of all team members, and verbal communication between all team members and disciplines in the project.

A key principle of Scrum is its recognition that during a project the customers can change their minds about what they want and need (often called requirements churn), and that unpredicted challenges cannot be easily addressed in a traditional predictive or planned manner. As such, Scrum adopts an empirical approach—accepting that the problem cannot be fully understood or defined, and focusing instead on maximizing the team's ability to deliver quickly and respond to emerging requirements.

Extreme Programming (**XP**): A software development methodology which is intended to improve software quality and responsiveness to changing customer requirements. As a type of Agile software development, it advocates frequent "releases" in short development cycles, which is intended to improve productivity and introduce checkpoints where new customer requirements can be adopted.

Other elements of Extreme Programming include: programming in pairs or doing extensive code review, unit testing of all code, avoiding programming of features until they are actually needed, a flat management structure, simplicity and clarity in code, expecting changes in the customer's requirements as time passes and the problem is better understood, and frequent communication with the customer and among programmers. The methodology takes its name from the idea that the beneficial elements of traditional software engineering practices are taken to "extreme" levels.

C.4.1 CURRENT APPLICATION PORTFOLIO

The current portfolio of **all** GSA OCIO applications, grouped into application sets, includes the following. Further information with specific descriptions of each application can be found in **Section J, Attachment C**:

- **Application Set 1: Acquisition Systems (Groups 1-4)**
    - Group 1: eCommerce
        - GSA Advantage!
        - AAC Inquiry
        - Advantage Customer Information System (ACIS)
        - Advantage Spend Analysis Program (ASAP)
        - Master Product Manager (MPM)
        - Contracting Officer Review System (CORS)
        - Governmentwide Acquisition Contracts (GWAC) Pricing Tool

        - Credit Card Order Authorization Service
        - eSOA Integration
        - GSA Advantage! Schedules e-Library System
        - GSA e-Buy
        - e-Buy Connect
        - e-Buy Mobile Services
        - eBuy Admin
        - GSA Global Supply & USMC Web Application
        - Password Approval and Assignment Application
        - PO Portal
        - Schedule Input Program (SIP) Tool
        - Table Maintenance Tool (TMT)
        - Vendor Support Center (VSC)
        - Virtual Stores (Air Force, USDA, VA, DHS, PBS OneSource)
        - Web Version – GSA Schedules eMaintenance

    - Group 2: Multiple Award Schedules (MAS)
        - eOffer/eMod
        - Solicitation Writing System (SWS)
        - Offer Registration System (ORS)
        - eCAT – Electronic Centralized Acquisition Tool

    - Group 3: Contract Management
        - Acquisition Planning Module
        - eApproval
        - Enterprise Acquisition System Integrated (EASi)

    - Group 4: City Pairs

- **Application Set 2: Supply Chain, Motor Vehicle Management and Transportation Systems (Groups 5-7)**
    - Group 5: Supply Chain
        - FSS-19
        - DLMS MOD
        - CSM Web Services
        - Vendor Access Network System (VANS)
        - National Cataloging Action Log (NCAL)
        - Demand Forecast
        - Warehouse Management System
            - Warehouse Management System – Phoenix Subsystem
            - Warehouse Management System – HighJump Subsystem
            - Burlington Support
        - FSS Online
        - FSS Online Data Entry
        - FSS Online Security

- eFSS Online
- URSA
- High Priority Order Air Clearance (HPOA)
- Pegasys Connect
- Customer Supply Center (CSC)
- Product Information Catalog System (PICS)
- Sales Automation System and Ad Hoc Reports (GSA Auction / SASY / Reverse Auctions)
- Federal Asset Sales Portal (GovSales.gov)
- Federal Disposal System (GSAXcess, CFL, AAMS)
- GSA SmartPay Program
- Online Contract Management System (OCMS)
- MASS Contract Modification Web Site
- EC/EDI Gateway

- Group 6: Motor Vehicle Management
  - Fleet Management Systems and Ad Hoc Reporting (FMS)
  - Federal Motor Vehicle Registration System (FMVRS)
  - Automotive Remarketing Module(Arm) (Fleet Management Sub-System)
  - FMS2GO
  - AutoAuctions
  - Requisitioning, Ordering and Documentation (ROADS)

- Group 7: Transportation
  - Transportation Audit Support System (TASS/TARPS/ASPA)
  - Accounts Receivable Tracking System(ARTS)
  - Transportation Management Services Solution (TMSS)
  - Federal Strategic Sourcing Initiative (FSSI) for Domestic Delivery Service

- **Application Set 3: Platform and Data Management (Groups 8-15)**
  - Group 8: Enterprise Data Marts/ Business Objects
    - CART Marketing Information system
    - Prices Paid data management and reporting
    - FSSI Dashboard

  - Group 9: Enterprise Data Warehouse

  - Group 10: Enterprise Data Management Services
    - Financial Planning Application
    - Telecom Invoice Management
    - Multiple Award Schedules Modifications Dashboard
    - FAS Financial Dashboard
    - Reports Server

  - Group 11: Cold Fusion/Web application

        - USAccess
            - USAccess Forums
            - USAccess Agency Lead Portal
            - FEDIDcard.gov
        - Strategic Sourcing (Drupal)
        - Spot Light on Success
        - Cross Training
        - FEDSpecs
        - Ride Along Program (RAP)
        - eResolve/eWire

    - Group 12: Enterprise Content Management System (Documentum)

    - Group 13: SalesForce Platform
        - Sales Cloud (CRM)
        - Business Area specific Applications
        - VISSION – SalesForce Call center application solution
        - Enterprise like Applications
        - Centralized Mail List Service (CMLS)

    - Group 14: Service Oriented Architecture

    - Group 15: Application Management Tools
        - HP Application Lifecycle Management Suite (ALM)
        - Serena Business Manager (SBM)

These are the full set of applications currently within the scope of this TO. **Section J, Attachment A** is a Draft Application Assignment Letter which includes the applications initially expected to be supported under this TO at the time of TO Award. Support for some or all of these applications could be moved to the CAMEO SB TO. They could be moved for a variety of reasons, and is completely at the Government's discretion.

C.5 OBJECTIVES

The objective of this performance-based TO is to consolidate, modernize, transform, and operate the application portfolio. This includes:

- Improving the FAS business lines' experience meeting business requirements.
- Reducing the direct interconnectedness of applications.
- Reducing the portfolio of applications.
- Reducing the Operations and Maintenance (O&M) costs of remaining applications.
- Providing a tight coordination of service delivery with the CAMEO (SB) contractor.

C.6 TASKS

The following tasks are in support of this TO and are detailed below:

- Task 1 – Provide Task Order Program Management

- Task 2 – Execute Transition-In
- Task 3 – Execute Transition-Out
- Task 4 – Provide Portfolio Project Management (For each Division)
- Task 5 – Applications Operations and Maintenance (O&M)
- Task 6 – Application Enhancement and Modernization Support
- Task 7 – Additional Application Support for Existing Applications (Optional Task)
- Task 8 – New Application Development Support (Optional Task)
- Task 9 – Support Security Services
- Task 10 – Service/Help Desk Support
- Task 11 – Strategic Analysis of Application Groups
- Task 12 – Scanning Center Support
- Task 13 – Burlington Support

C.6.1 ASK 1 – PROVIDE TASK ORDER PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name that shall provide executive management, direction, administration, quality control, and leadership of the execution of this TO. The contractor shall schedule meetings and provide deliverables in accordance with **Section F**.

C.6.1.1 SUBTASK 1 – COORDINATE A PROGRAM KICK-OFF MEETING

The contractor shall schedule and coordinate a Program Kick-Off Meeting (see **Section F.5, Deliverable 2**) at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor personnel, representatives from the GSA OCIO, other relevant Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). At the Kick-Off Meeting, the contractor shall provide a Program Kick-off Agenda (see **Section F, Deliverable 1**) that includes, at a minimum, the following topics/deliverables:

a. Points of contact (POCs) for all parties
b. Staffing Plan and status
c. Security discussion
d. Invoicing considerations
e. Transition discussion

The contractor shall provide the following at the Kick-Off Meeting:

a. All deliverables required to be provided to the Government at the Kick-Off Meeting are listed in **Section F.5**.

C.6.1.2 SUBTASK 2 – PREPARE AND UPDATE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

a. Describe the proposed management approach.
b. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
c. Include milestones, tasks, and subtasks required in this TO.
d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations.
e. Integrated with the contractor's Quality Control Plan (QCP) and Earned Value Management (EVM) Plan.

The contractor shall provide the Government with a draft PMP (see **Section F.5, Deliverable 5**), on which the Government will make comments. The final PMP (see **Section F.5, Deliverable 6**) shall incorporate the Government's comments. The PMP will be updated as changes in the program occur (see **Section F.5, Deliverable 7**). The document will be reviewed and updated as needed on an annual basis, at a minimum. The contractor shall conform to the latest Government approved version of the PMP.

C.6.1.3 SUBTASK 3 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR (see **Section F.5, Deliverable 8**) using Microsoft (MS) Office Suite applications, by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include:

a. Activities during reporting period, by application, which shall include any on-going activities, newly started activities, activities completed and activities planned (30/60 day outlook); progress to date on all above mentioned activities; and cost and schedule performance for any activities requiring the use of EVM analysis.
b. Summarize the impacts of any new software released, and the business value of the releases to GSA and/or the Government as a whole.
c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
d. Personnel gains, losses, vacancies (including durations of open billets), and status (security clearance, etc.).
e. Training provided to current staff.
f. Government actions required.
g. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for the reporting period).
h. Accumulated invoiced cost for each CLIN through the previous month, reported by Application.
i. Projected costs of each CLIN for the current month, reported by Application
j. Estimated costs at completion of the current period of performance reported by Application (Base or Option Period).
k. Performance of EVM projects.
l. Significant High and Critical Program Risks Summary.
m. Summary of Security Vulnerabilities and Trends by Application.

The contractor shall convene a Monthly Status Meeting with the TPOC, COR, and other vital Government stakeholders (see **Section F.5, Deliverable 13**). The purpose of this meeting will be to present the MSR in order to ensure all stakeholders are informed of the monthly activities and provide opportunities to identify other activities and establish priorities, manage costs, and coordinate resolution of identified problems or opportunities.

The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the TPOC and COR within five workdays following the meeting (see **Section F.5, Deliverable 14**).

C.6.1.4 SUBTASK 4 - CONVENE CRITICAL PROJECT REVIEW MEETINGS

The contractor shall convene weekly critical project review meetings with the GSA Associate CIO for Acquisition IT Services to assess the status of projects that the Government has deemed critical (see **Section F.5, Deliverable 15**). This review includes:

a. Schedule updates
b. Project dependencies
c. Risks and issues

C.6.1.5 SUBTASK 5 – DEVELOP EARNED VALUE MANAGEMENT (EVM) PLAN

The contractor shall use contractor-developed EVM templates in accordance with the American National Standards Institute (ANSI)-748/A, the contractor's proposal, and the contractor's EVM systems and standards, see **Section H.19** for further information. The contractor shall coordinate with the Government to determine which of the controls in the ANSI Standard are applied to each project in order to ensure an optimal solution. Performance of EVM program control is executed in Task 4 and is only applicable to projects estimated at $250,000 or more or as otherwise specified in the Project Classification Schema (**Section J, Attachment D**). EVM controls being applied will vary from project to project as needed.

C.6.1.6 SUBTASK 6 –QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

The contractor shall provide a draft Quality Control Plan (QCP) as required in **Section F.5, Deliverable 10**. The final QCP shall incorporate the Government's comments (see **Section F.5, Deliverable 11**). The contractor shall periodically update the QCP, as required in **Section F.5, Deliverable 12**, as changes in program processes occur. At minimum, the QCP shall be reviewed and updated once a year.

Within the QCP, the offeror shall identify its approach for providing quality control in meeting the requirements of the TO. The offeror's QCP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The offeror shall fully discuss its validated processes and procedures that provide high quality performance for each Task Area. The QCP shall describe how the processes integrate with the Government's requirements and not just state that they are certified in a particular quality standard approach.

The contractor shall also develop and implement a Continuous Improvement Program. This includes, but is not limited to:

a. Ensuring contractor staff develops highly structured and secure code.
b. Coordinating efforts with other contractors.

c. Coordinating requirements and best practices with GSA OCIO customers.
d. Conducting end user and business line customer satisfaction surveys.
e. Identifying effective and efficient code for re-use.
f. Leveraging existing code and services in meeting business requirements.
g. Providing recommendations to the OCIO for retiring applications without sacrificing business requirements.

C.6.1.7 SUBTASK 7 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, reason, activities planned, activities completed, outcomes, milestone progress, duration of trip, and POC at travel location. The contractor shall provide a Trip Report (see **Section F, Deliverable 16**) as requested by the Government.

C.6.1.8 SUBTASK 8 – PROVIDE ENTERPRISE ARCHITECTURE SUPPORT

The supported systems architecture is a shared responsibility between the team supporting this TO and other organizational groups within the OCIO and GSA. For the software, Operating System and/or hardware items that fall under management through this TO, the contractor shall maintain and update the systems architecture in accordance with the appropriate strategic and implementation planning guidance.

The contractor shall ensure any recommended architecture changes are sufficiently sized and robust enough to support the timely execution of workload. When implementing upgrades, the contractor shall ensure integration and compatibility with the most current architectural directives.

The contractor shall ensure all design changes are interoperable with the most current and planned infrastructure. Design concepts shall include provisions for continuous technological improvement that will maximize opportunities for product improvement available from emerging technological advances in the commercial marketplace.

The contractor shall provide technical consulting services to enhance and maintain existing web services and applications, existing database servers, and software required for operating and maintaining the application environment in the development, test, production, and COOP environments.

The contractor shall review SCRs for impacts to the technical architecture, review preliminary and final designs of system changes for compliance with technical architecture principles, and provide training and coaching to O&M staff on tools, techniques, and technologies upon which the technical architecture depends.

The contractor shall provide problem resolution support, identify and resolve problems, fix defects in the technical system architecture and configuration, coordinate with system users to determine symptoms and ensure accurate problem definition and resolution.

The contractor shall provide systems and architecture documentation across the application development, test and production environments including the as-is state as well as changes. The

contractor shall provide user support and documentation, including web development for user support documentation.

The contractor shall author white papers for topics of importance, such as the Appian vs. Salesforce comparative analysis for the technologies that GSA has listed, Salesforce Administration Team Sizing Strategy, etc.

- Support the OCIO in discussions around new technology, solutions, or any other topics of importance.
- Author white papers and recommendation documents based on Government request.
- Develop Application and Enterprise Strategies for representations of the fundamental organization of the systems, embodied in their components, (i.e. business strategies and processes, application processes and data structures, and hardware and software infrastructures, and their relationships to each other and the environment).

The contractor shall ensure all design changes are interoperable with the most current and planned infrastructure. Design concepts shall include provisions for continuous technological improvement that will maximize opportunities for product improvement available from emerging technological advances in the commercial marketplace.

C.6.1.10 SUBTASK 10 – CHANGE MANAGEMENT

The contractor shall provide extensive change management services throughout the entire application lifecycle (cradle to grave). This includes, but is not limited to:

a. Impact analysis.
b. Reviewing, developing, and updating documentation.
c. Developing training materials for Tier 1 Help Desk providers.
d. Train the trainer events.
e. Product demonstrations.
f. End user forums.
g. Coordinating with the appropriate business portfolio.
h. Developing and implementing a training plan.
i. Other communication and background documentation.

The contractor shall develop and maintain a master schedule of development and releases planned across the application portfolio supported by this TOR within the PMP. This schedule shall be maintained current and compared with actual results to ensure best available data is developed and captured. The contractor shall also coordinate the master schedule developed under this Task with the master schedule developed by the CAMEO (SB) contractor.

C.6.1.11 SUBTASK 11 - ESTABLISH AND MAINTAIN GOOGLE SITE

The contractor shall establish and maintain a Google web portal using GSA's Google platform which both approved contractor and Government personnel can access that contains critical project information (see **Section F.5, Deliverable 19)**. The contractor shall have the web portal operational within 30 workdays of Project Start (PS). The web portal shall, at a minimum, contain the following project information:

a. Current Project Management Reviews (PMRs)
b. All previous PMRs since Task Order Award
c. Current Transition Plan
d. Current Quality Control Plan
e. Current EVM Plan
f. Current and past EVM statistics
g. Current PMP
h. All Monthly Status Reports (including appended Trip Reports)
i. Asset Management Inventory
j. Status deliverables provided or pending
k. Current and past period cost data by CLIN
l. Detailed results of Quality Assurance (QA) audits

As practical, the Government's preference is for the CAMEO SB contractor and CAMEO Large Business (LB) contractor to leverage a similar site structure in order to foster collaboration between the two parties and to provide a repository for Task Order documents.

C.6.1.12 SUBTASK 12 – COORDINATE WITH CAMEO SB AND OTHER CONTRACTORS

The Government has also identified that many applications in the scope of this TO are integrated with other applications that may be managed through the CAMEO SB contractor. Additionally, all applications in the scope of this TO rely on support from other GSA IT shared services (e.g., infrastructure, security, enterprise architecture, etc.) managed by other GSA contractors. As such, the contractor shall ensure these interdependencies are understood, and closely coordinate changes to CAMEO applications to ensure unintended impacts to applications do not occur.

C.6.1.13 SUBTASK 13 – DEVELOP TRANSITION-OUT PLAN

The contractor shall provide a draft Transition-Out Plan within six months of award (see **Section F.5, Deliverable 21)**. The Government will work with the contractor to finalize the Plan in accordance with Section E (see **Section F.5, Deliverable 22**). This Plan shall be reviewed and updated on an annual basis at a minimum (see **Section F.5, Deliverable 23**). Additionally, it will be reviewed and updated quarterly during Option Period 6 and 7. The Transition-Out Plan shall include all the topics included in the Transition-In Plan. The contractor shall ensure the transition to the next contractor is effectively facilitated and executed.

C.6.2 TASK 2 – EXECUTE TRANSITION-IN

The contractor shall execute its Transition-In Plan no later than (NLT) five workdays after PS. During the transition-in, the contractor shall ensure that there will be minimum service disruption to GSA application availability, no service interruptions to vital Government business, and, no service degradation during and after transition. All transition activities shall be completed 90 calendar days after PS; individual systems and applications may be transitioned using a staged approach. The contractor shall perform an Operational Readiness Review (ORR) that outlines the contractor's preparedness to assume operation of contract duties for each application. The contractor shall assume full application operations, on an individual application basis, only upon written Government approval. The contractor shall provide an Updated Transition-In Plan (see

Section F.5, Deliverable 9) based on the contractor's draft Plan submitted with the proposal which will be approved by the Government.

The contractor shall provide a weekly Transition Status Report (see **Section F.5, Deliverable 3**). On an application level, this report shall detail:

a. The application transition phase, as identified in the contractor's Transition Plan.
b. Performance against the contractor's application transition schedule.
c. Status of any in-flight or in-progress projects.
d. The contractor's staffing status, to include security processing.
e. The contractor's applications acceptance plan, checklist, schedule, and process.
f. Transition risk management and mitigation.
g. Coordination and activities with the previous application management contractor.

C.6.3 TASK 3 – EXECUTE TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to a new service provider at end of TO performance. The contractor shall implement its Transition-Out Plan NLT six months prior to expiration of the TO. The contractor shall identify how it will coordinate with the new service provider to transfer knowledge regarding the following:

a. Project management processes.
b. Points of contact.
c. Location of technical and project management documentation.
d. Status of ongoing technical initiatives.
e. Appropriate contractor–to-contractor coordination to ensure a seamless transition.
f. Transition of Key Personnel.
g. Transition of Government-Furnished Property (GFP) to the new contractor.
h. Schedules and milestones.
i. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings, or other interchanges identified by the COR.

C.6.4 TASK 4 – PROVIDE PORTFOLIO PROJECT MANAGEMENT (FOR EACH DIVISION)

The contractor shall provide portfolio project management support for each Division listed below:

- Asset and Transportation Management Division (ATM)
- Business Intelligence Division (BI)
- Contract Service Management Division (CSM)
- eCommerce

The contractor shall be responsible for assigning Tasks to its staff. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this SOW. The contractor shall identify a Portfolio Project Manager (PPM) by name for each of the four Divisions who shall provide

management, direction, administration, quality control, and leadership of the execution of all tasks within the Division.

C.6.4.1 SUBTASK 1 –BI-WEEKLY STATUS REPORTING (BSR)

The contractor PPM shall provide a Division-level BSR for each Application set (see **Section F.5, Deliverable 24**) for each Application Group, on Friday of every other week via electronic mail to the TPOC, the COR, and the Division Director. The BSR shall include:

a. A summary of continuing activities and action items carried over from the prior report, updated to include the current period's performance.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Government actions required.
d. Project performance.
e. Any significant risks.
f. Root Cause Analysis Reports.

C.6.4.2 SUBTASK 2 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PPM shall convene a Technical Status Meeting as needed with the Division Director(s), TPOC, COR, and other vital Government stakeholders (see **Section F.5, Deliverable 25**). The purpose of this meeting is to ensure that the Government has all the required information to make decisions, manage stakeholders, and coordinate activities. The contractor shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the TPOC and the COR within five workdays following the meeting (see **Section F.5, Deliverable 26**).

C.6.4.3 SUBTASK 3 – CHANGE MANAGEMENT

The contractor shall provide change management services throughout the entire application lifecycle (cradle to grave). This includes, but is not limited to:

a. Impact analysis.
b. Reviewing and updating documentation.
c. Developing training materials for Tier 1 Help Desk providers.
d. Train the trainer events.
e. Product demonstrations.
f. End user forums.
g. Coordinating with the appropriate business portfolio.
h. Developing and implementing a training plan.
i. Other communication and background documentation.

The contractor shall develop and maintain a master schedule of development and releases planned across each Application Set. This schedule shall be maintained current and compared with actual results to ensure best available data is developed and captured.

C.6.4.4 SUBTASK 4 – SYSTEM DOCUMENTATION

The contractor shall ensure that proper system documentation is developed and/or updated in accordance with current GSA OCIO policies. This includes compliance with GSA's SDLC Guidance Table (see **Section J, Attachment F**), GSA FAS Project Classification Schema (see **Section J, Attachment D**), the contractor's Project Management Plan, and the contractor's QCP. This includes, but is not limited to, all design, engineering, coding, testing, release, and user documentation requirements. The GSA SDLC Guidance includes a table which defines the various artifacts and whether an artifact is required based upon the project class.

C.6.4.5 SUBTASK 5 – UPDATE MANAGEMENT DASHBOARD

The contractor shall support the GSA Dashboard and provide real-time or near real-time information for each project as needed. This information update shall include:

a. Project description
b. Government PM and contractor PPM
c. Customer/Business owner
d. Milestones and dates (planned and actual)
e. Planned and actual costs
f. Risks and planned mitigation strategies

C.6.5 ASK 5 –APPLICATION OPERATIONS AND MAINTENANCE (O&M)

For the purpose of this TO, O&M is defined as follows: activities and functions carried out to ensure existing applications perform as intended.

The contractor shall provide application lifecycle management for supported applications during the TO period of performance. The contractor shall follow all applicable standards and guidelines for software development, systems management and service delivery using the GSA SDLC (**Section J, Attachment F**), as well as ITIL® v3 and CoBIT® as industry best-practice guides when appropriate. The Government shall provide/host the development environment for the Unisys Mainframe environment. Upon award, the Government shall also provide/host the development environment for all open systems. Upon contractor request, hosting of the development environment for specified applications may be moved, post award with Government approval, to the contractor's or subcontractor's development environment.

The contractor shall bring all critical system failures to the attention of the Government immediately.

C.6.5.1 SUBTASK 1 – REQUIREMENTS DEVELOPMENT (As Needed)

Upon Government request, the contractor shall review, accept, develop, or enhance a Requirements Document. This document will identify the requirements to meet user business needs, identify the functional and nonfunctional requirements, and any technical constraints or requirements.

C.6.5.2 SUBTASK 2 – TECHNICAL DESIGN DEVELOPMENT (As Needed)

The contractor shall review the requirements and design documents and develop a Detailed Technical Design Document, identifying any tools required, as well as the level of effort and duration of the development required. This shall include:

a. The platform and technologies to be used.

b. The use of existing Service Oriented Architecture (SOA) services.
c. The re-use of existing code.
d. A systems interface impact assessment.
e. The design structure of modules.
f. A Requirements Traceability Matrix (RTM).
g. An estimate for the level of effort and cost for the project.
h. A WBS and project schedule.
i. A preliminary release schedule.
j. Leveraging the use of Application Prototyping.

C.6.5.3 SUBTASK 3 – PROGRAMMING/CODING (As Needed)

Upon Government approval, the contractor shall commence with the development of the project. All programming shall be contained in a Non-Production Environment and in accordance with the Technical Design Document.

The contractor shall report the progress of development as part of the BSR (**Section C.6.1.9**).

C.6.5.4 SUBTASK 4 – TESTING (As Needed)

The contractor shall test all development and perform all testing required by the GSA SDLC (**Section J, Attachment F**), Testing Handbook (**Section J, Attachment E**), or other Government-approved process/methodology. Testing shall include, but is not limited to:

a. Functional testing to ensure all requirements are satisfied.
b. Validation that any required user documentation is accurately portrayed.
c. Compatibility testing with all interconnected systems.
d. Compliance testing with Section 508 of the Americans with Disabilities Act.
e. Performance testing.
f. Regression testing.
g. User Acceptance Testing (UAT) (when required).

The contractor shall develop reusable test cases for each requirement and trace it back to the individual requirements or use case. Upon completion of testing, the contractor shall provide a Test Analysis Report (TAR) (see **Section J, Attachment CC**) to the specified Government personnel. Upon receipt of Government approval of the TAR, all materials and code are transitioned to Subtask 5 (**Section C.6.5.5**) for final review, configuration management, and release management.

The contractor shall prepare for and implement a scheduled release of the application/enhancement. The contractor shall notify and coordinate with Service/Help Desk staff to ensure that its staff is prepared to support the application/enhancement.

C.6.5.5 SUBTASK 5 – CONFIGURATION, BASELINE, AND RELEASE MANAGEMENT

C.6.5.5.1 CONFIGURATION AND BASELINE MANAGEMENT

The contractor shall operate and manage all production applications in a consistent manner across the TO. This includes all required services, with the exception of managing the infrastructure and security services. Note: The Government will ensure that all networks, connections, and servers are maintained and patched at the Operating System level. The contractor shall actively monitor and manage all applications and support the necessary infrastructure activities related to system upgrades, patching, system migrations, consolidations, and updates to software supporting application systems planned by the infrastructure support team(s), which may occur during non-business hours.

This includes, but is not limited to:

a. Preparing and updating the Configuration Management Plan.
b. Providing Configuration Management Reports.
c. Providing Status Accounting Reports.

d. Maintaining, and ensuring adequate archival copies of configuration management tools, systems, and data.
e. Ensuring compliance with the SDLC artifacts required for each application and placing SDLC artifacts in its appropriate management location.
f. Ensuring there are clear relationships between source code versions and baselines.
g. Performing configuration audits; a formal examination of the configuration records and system documentation to verify that a system is accurately documented and approved changes to the baseline(s) have been incorporated, documented, tested, and are traceable to functional requirements, in accordance with the FAS SDLC Guidelines.
h. Ensuring that vendor-developed patches to underlying systems, technologies, or tools are identified promptly in accordance with GSA's security requirements.
i. Testing patches to underlying technology.
j. Implementing approved patches.
k. Ensuring Application stability and availability.
l. Tracking Application Uptime (Note: To be considered available, all aspects of an application must be fully available).
m. Implementing and managing version control, to include code control, recovery, or other procedures to keep to all environments synchronized (development, test, and production).
n. Ensuring effective baseline management.
o. Deploying releases.
p. Administering Issue Management, including maintaining relationships between issues and versions/baselines/releases.
q. Troubleshooting and remediating application failures and/or poor performance.
r. Regressing prior releases when issues are identified with new releases.
s. Coordinating with all GSA Help Desks and/or contractors.
t. Maintaining and administering SBM and ALM.
u. Developing migration plans as required.
v. Developing lessons learned documents as required.
w. Developing communications plans as required.
x. Developing and maintaining system inventory as required.
y. Developing UAT Plans as required.

The contractor shall ensure that all security issues identified by vulnerability scanning shall be resolved in accordance with the GSA IT Security Policy (CIO P 2100.1H (09/24/2012), see **Section J, Attachment L**, or updated version as provided by the GSA.

The contractor shall support all Security Assessment, Payment Card Industry (PCI) Data Security Standards (DSS), and other audit activities in accordance with the IT Security Procedural Guide Managing Enterprise Risk (CIO-IT Security-06-30 revision 7 (05/31/2011); see **Section J, Attachment J** or updated version as provided by the GSA.

C.6.5.5.2 RELEASE MANAGEMENT

The contractor shall participate in release planning and execution in coordination with other GSA stakeholders and contractors to ensure releases do not impact operations.

The contractor shall maintain a Release Management Portal to track the Release process steps and status including GSA approvals for each application. The CAMEO (SB) and CAMEO (LB) contractors shall leverage the same site structure.

The contractor shall develop and update a Release Management Plan, which describes the plan for the distribution of software to ensure that a new release will function as intended when introduced into the existing infrastructure. GSA has three types of releases:

a. Major Software Release - This contains significant new functionality, some of which may make intervening fixes to problems redundant. A major upgrade or release usually includes all preceding minor upgrades, releases, and emergency fixes.

b. Minor Software Release - This contains small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually includes all preceding emergency fixes.

c. Emergency Release - This contains corrections to a small number of known problems on an expedited timeline. If an emergency release is necessary to restore operations this must be approved by the Government.

The contractor shall review configuration and development documentation for all applications. The contractor shall identify potential risks and documentation deficiency and coordinate with other development teams to resolve issues prior to application deployment. The contractor shall prepare for and implement a scheduled release of the application/enhancement. The contractor shall notify and coordinate with Service/Help Desk staff to ensure that its staff is prepared to support the application/enhancement.

The contractor shall:

a. Conduct deployment plan review for accuracy.
b. Review documentation for any issues based on current functionality.
c. Conduct smoke testing in production.
d. Conduct regression and end-end testing.
e. Notify users of upcoming releases.
f. Update system change requests to reflect updates through the release process.
g. Coordinate release management with configuration management.
h. Baseline application performance in production, working with the Infrastructure group, using the provided tools, for applications where it is applicable.
i. Maintain release notes and version description documentation.
j. Provide training to Help Desk staff as needed.
k. Develop user materials and provide training when necessary for updated/new functionality.
l. Prepare and Issue Release Notices as needed.

The contractor shall release software upon approval by the Government.

C.6.5.6 SUBTASK 6 – DATA AND DATABASE MANAGEMENT

The contractor shall provide data management support under this TO. The contractor shall develop, execute, and maintain a data management plan that addresses how the contractor will manage program software artifacts and documentation.

In collaboration with the GSA Infrastructure organization, the contractor shall monitor supported system database environments for performance issues, correct any issues, and, if required, coordinate interactions with hosting or other development activities. The contractor shall monitor and sustain databases, and incorporate changes or updates, to the supported data models, schemas, and related support software. The contractor shall provide continuous improvement in the integration of information within the database to facilitate data sharing across information systems.

The contractor shall perform routine database administration for mainframe activities, including:

a. Making instance and database configuration changes.
b. Performing Software upgrades/patches.
c. Managing file system mounts.
d. Indexing and Re-indexing the databases.
e. Redesigning the database.
f. Creating table spaces, containers, etc.
g. Building and copying databases.
h. Developing and maintaining Shell, Structured Query Language (SQL) scripts.
i. Processing database requests, including grant privilege requests, new development schema requests, SQL tuning requests, database backups and/or restores, troubleshooting (finding/resolving deadlocks), and production data extracts.
j. Processing change requests to implement data repairs.
k. Building, creating, refreshing, and maintaining the replication databases.
l. Monitoring all databases and the status of active jobs, resolving any errors with jobs failing to run.
m. Consulting with analysts and developers on data features, table features, and SQL strategy, including documentation and classes.
n. Maintaining or creating new data dictionaries.
o. Validating data extract performance.
p. Designing, implementing, and supporting perspectives and data marts.
q. Reviewing and recommending improvements to SQL code for performance.
r. Analyzing, recommending, and implementing approved changes affecting database design.
s. Designing new database structures.
t. Designing, implementing, and supporting the Object Data Model.
u. Maintaining the automated model transition tool.
v. Developing and maintaining Extract, Transform, and Load (ETL) procedures.
w. Analyzing proposed Change Requests for database impacts.
x. Participating in Joint Analysis and Design (JAD) sessions for Change Requests requiring database changes.

C.6.5.7 SUBTASK 7 - PROBLEM MANAGEMENT AND DEFECT RESOLUTION

The contractor shall perform problem management and implement software and system solutions (i.e., fixes) as identified by the Government. As appropriate, the contractor shall coordinate any interactions with entities interfacing with the supported systems. Contractor maintenance activities shall follow GSA OCIO SDLC guidelines or other Government-approved approach.

Some software related incidents opened by the technical support staff may be converted to Problem Reports (PR) and, subsequently, Change Requests (CR). The Government categorizes the PRs and CRs as high, medium, or low depending on impact to the system. Under this Task, the contractor shall be responsible for identifying, triaging, developing, and deploying bug fixes and Government-agreed-upon, minor enhancements to the supported systems.

C.6.5.8 SUBTASK 8 - USER TRAINING (As Needed)

The contractor shall develop and conduct user training for applications as training requests are received. This training, which can be delivered in a variety of formats, focuses on the functionality of applications.

C.6.5.9 SUBTASK 9 – APPLICATION DECOMMISSIONING (As Needed)

The contractor shall, when approved by the Government, prepare for and execute the decommissioning of applications. Upon approval, the contractor shall:

a. Prepare an application decommission plan that adheres to GSA policies. This plan will identify any integrations, extensions, or usage from/to all other GSA applications.
b. Execute the application decommission plan.
c. Prepare required user communications to prepare them for the changes resulting from the decommissioning of the application.
d. Provide support for archiving data kept on the application.
e. Ensure all needed user functionality is provided through other applications when required.
f. Create archival copies of all source code, baselines, releases, documentation, and all other artifacts required to re-deploy the decommissioned application.
g. Execute the decommissioning of the application.

C.6.6 TASK 6 – APPLICATION ENHANCEMENT AND MODERNIZATION SUPPORT

For the purpose of this TO, application enhancement and modernization is defined as follows: all activities and functions within the SDLC required to deploy new functionality for an existing application, or to otherwise modernize the ‘back end’ or ‘front end’ of an application. This support also includes application migration from current technical architecture to existing GSA platforms (i.e. Salesforce) when appropriate.

The contractor shall enhance and modernize applications as needed to meet GSA business needs. The contractor shall conform to the GSA SDLC (**Section J, Attachment F**) or ensure compliance with other Government-approved methodology.

When a project has been approved by the Government, the contractor shall follow the existing development methodology and provide the artifacts listed for that methodology and project classification level. The contractor shall make additional recommendations to develop the project in the most effective manner possible and all deliverables shall provide business value to GSA.

C.6.6.1 SUBTASK 1 – REQUIREMENTS DEVELOPMENT

Upon receipt of Change Control Board (CCB) approval, the contractor shall review, accept, develop, or enhance a requirements document. This document will identify the requirements to meet user business needs and any technical constraints or requirements. The contractor shall clearly identify all existing functionality distinct from the requested/desired enhancements.

C.6.6.2 SUBTASK 2 – TECHNICAL ARCHITECTURE DEVELOPMENT

The contractor shall review the existing design and architecture documents, and identify a strategy to meet the new functional requirements that maximizes GSA's standards and platforms, code re-use, efficiency, and GSA's Service Oriented Architecture. The results of this shall be captured in a Technical Architecture Document.

The Technical Architecture Document shall be comprehensive, include all existing and to-be architectural requirements, and shall meet all functional requirements. Additionally, the contractor shall:

a. Follow the architecture guidelines for each platform or technology used for the development of the project.
b. Follow industry code conventions (i.e., Java code conventions) or other standard coding practices in development.
c. Incorporate all GSA security guidelines throughout the development process, leveraging the static code analysis tools such as Fortify to produce secure code.

C.6.6.3 SUBTASK 3 – TECHNICAL DESIGN DEVELOPMENT

The contractor shall review the requirements and design documents and develop a detailed Technical Design Document identifying any tools required and the level of effort and duration of the development required. This shall include:

a. The platform and technologies to be used.
b. The use of existing SOA services.
c. The re-use of existing code.
d. The design structure of modules.
e. An RTM.
f. An estimate of the level of effort and cost for the project.
g. A WBS and project schedule.
h. A preliminary release schedule.
i. Leveraging the use of Application Prototyping.

C.6.6.4 SUBTASK 4 – PROGRAMMING/CODING

Upon Government approval, the contractor shall commence with the development of the project. All programming shall be contained in a Non-Production Environment and in accordance with the Technical Design Document. Where applicable, coders will include Fortify scanning and Fortify scanning results.

The contractor shall report the progress of development as part of the BSR in **Section C.6.4.10**.

C.6.6.5 SUBTASK 5 – TESTING

The contractor shall test all development and perform all testing required by the GSA SDLC (**Section J, Attachment F**) or Testing Handbook (**Section J, Attachment E**). The testing shall include, but is not limited to:

a. Analyzing the resource requirements and skill sets for testing.
b. Creating test plans, scenarios, scripts, and data based on the business requirements which are suitable for the application design.
c. Performing and coordinating test readiness reviews.
d. Scheduling and executing tests.
e. Conducting functional testing to ensure all requirements are satisfied.
f. Conducting integration testing to ensure all compatibility is maintained to/from all external applications.
g. Conducting load testing to ensure that platform requirements are identified and maintained.
h. Security testing to ensure compliance with all GSA and Federal security policies.
i. Testing for compliance with Section 508 of the American with Disabilities Act.
j. Documenting and maintaining test results in the approved Configuration Management System.
k. Validating that any required user documentation is accurately portrayed.
l. Conducting compatibility testing with all interconnected systems.
m. Conducting performance testing.
n. Conducting regression testing.
o. Maximizing the use of robust automated testing tools to support the comprehensive testing requirements suitable to the complexity of the application.

The contractor shall adhere to the GSA FAS Standard Operating Procedures for Static Code Scanning (12/17/2012), see **Section J, Attachment H**, or updated version as provided by the GSA. The contractor shall ensure that all security issues identified by vulnerability scanning shall be resolved in accordance with the GSA Information Technology (IT) Security Policy (CIO P 2100.1H (09/24/2012), see **Section J, Attachment L**, or updated version as provided by the GSA.

The contractor shall develop reusable test cases for each requirement and trace it back to the individual requirements or use case. Upon completion of testing, the contractor shall provide a Test Analysis Report (TAR), see **Section J, Attachment CC**, to the specified Government personnel. Upon receipt of Government approval of the TAR, all materials and code are transitioned to Task 5, Subtask 5 (**Section C.6.5.5**) for final review, Configuration Management, and Release Management.

C.6.7 TASK 7 – ADDITIONAL APPLICATION SUPPORT FOR EXISTING APPLICATIONS (OPTIONAL)

During performance of this TO, the Government may transition additional existing applications to the portfolio to meet business requirements; these applications will be within the general scope of all of the application sets listed in **Section J, Attachment C**.

Upon receipt of information regarding the additional application that requires support, the contractor shall provide an estimated level of effort and estimated cost for the application. Upon Government acceptance of the estimated level of effort and cost, the contractor shall provide the

same services contained in Task 5 (Applications Operations and Maintenance (O&M)) and Task 6 (Application Enhancement and Modernization Support), and they shall be included in Tasks 1-4, 9 (Support Security Services), and 10 (Service/Help Desk Support).

Depending on the origin of the transitioned system, a configuration audit may be required. This will be a formal examination of the configuration records and system documentation to verify the system is accurately documented and approved changes to the baseline(s) are incorporated, documented, tested, and traceable to functional requirements, in accordance with GSA guidelines.

C.6.8 ASK 8 – NEW APPLICATION DEVELOPMENT SUPPORT (OPTIONAL)

During performance of this TO, the Government may require additional applications to be developed to meet business requirements. The contractor shall provide the same services contained in Task 6 (Application Enhancement and Modernization Support) for these applications, and they shall be included in Tasks 1 (Task Order Program Management), 3 (Execute Transition-Out), and 4 (Portfolio Project Management).

C.6.9 ASK 9 – SUPPORT SECURITY SERVICES

C.6.9.1 TASK 1 – INFORMATION ASSURANCE

The contractor shall provide dedicated Information System Security Officer (ISSO) support for OCIO applications which, when combined, are approximately eight Federal Information Processing Standards (FIPS) 199 moderate impact Federal Information Security Management Act (FISMA) systems. The contractor shall:

a. Validate system hardware and software inventories.
b. Interpret operating system, database, and web application vulnerability scan reports.
c. Write and update security documentation (System Security Plans, Contingency Plans, Business Impact Analysis, Privacy Impact Assessments, etc.).
d. Track and manage existing and future vulnerabilities through the system Plan of Action and Milestones (POA&M).
e. Review and track firewall change requests and steward requests through the change request process.
f. Support Security Assessment, PCI DSS, and other audit activities.
g. Support Contingency Plan Testing.
h. Support Annual FISMA Self Assessments.
i. Ensure compliance with the GSA Information Technology (IT) Security Policy (CIO P 2100.1H (09/24/2012) or updated version as provided by the GSA.
j. Respond to security incidents per GSA security policy.
k. Ensure compliance with the IT Security Procedural Guide Managing Enterprise Risk (CIO-IT Security-06-30 revision 7 (05/31/2011) or updated version as provided by the GSA.
l. Ensure compliance with IT Procedural Guide Security Language for IT Acquisition Efforts (CIO-IT Security-09-48 revision 1 (12/06/2009) or updated version as provided by the GSA.

C.6.9.2 SUBTASK 2 – SUPPORT ASSESSMENT AND ACCREDITATION (A&A)

The contractor shall provide support to all required A&A documentation and services required to support the A&A process for all applications included in this TO. The contractor is not the responsible party for the A&A process; however, the contractor shall support this process. This includes, but is not limited to:

a. Continuous monitoring support.
b. Maintaining and monitoring controls within the System Security Plan.
c. Supporting the A&A process.
d. Performing Privacy Impact Assessments (PIA).
e. Maintaining PCI DSS as appropriate.
f. Providing evidence.
g. Responding to inquiries/questions.
h. Remediating issues identified in PoAMs as specified by Security Policy.

C.6.10 ASK 10 – SERVICE/HELP DESK SUPPORT

The contractor shall manage, maintain, and conduct the day-to-day Tier 2 and Tier 3 Help Desk functions and operations. For the Tier 2 Help Desk, the functions and operations are primarily for the FSS Online application. The contractor shall respond to all inquiries received from the current Tier 1 Help Desk operator through the current GSA Service Desk ticketing system. The contractor shall leverage the Government-provided Service Now application as a part of its comprehensive Tier 2 and Tier 3 solution. The contractor shall resolve all incidents, within its control/immediate control, that impact existing functionality for all applications governed by this TO. For incidents requiring other resolver groups, the contractor shall coordinate with and support that resolver group.

The contractor shall operate the Tier 2 and Tier 3 Help Desk during core business hours (see **Section J, Attachment D** for core hours for each application) on Monday through Friday, excluding Federal holidays.

For purposes of this TO, the following are representative tasks performed at each support level:

a. Tier 1 Support – Provides basic applications and technical analysis, procurement system workflow assistance, and routine data administration and manipulation. This “front line” support request may arrive via telephone, email, or on-line incident submission, and all requests for assistance shall be logged in and be ready for analysis through the Government-provided incident tracking (feedback) system. (**NOT** within scope of this TO.)

b. Tier 2 Support – Provides users more complex support and subject matter expertise on supported software applications to include hardware and software technical assistance and service requests from the Tier 1 level.

c. Tier 3 Support – Provides more advanced technical support on highly complex inquiries and support on critical calls that may have an immediate negative impact on operations. Engineers and certified applications personnel may respond to technical issues escalated from Tier 2 or as directed from the Government

C.6.11 ASK 11 – STRATEGIC ANALYSIS OF APPLICATION GROUPS

The contractor shall provide an analysis of the application portfolio and identify technologies to enhance GSA's application portfolio, reduce the interconnectedness in the environment, and capitalize on advancements in software development, automated testing, release methodologies, managing external interfaces, software security, mobile computing, data storage, and hosting environment. For each analysis, the contractor shall utilize the following criteria: business need, availability, maintainability, scalability, reliability, and conformance to Federal functional, security, and budgetary requirements.

The contractor shall identify the resources required to implement each recommendation. As required by the Government, the contractor shall deliver a system analysis. Approved recommendations shall follow the appropriate actions as outlined in Task 5 – Application Operations and Maintenance and/or Task 8 – New Application Development Support.

C.6.12 TASK 12 - SCANNING CENTER SUPPORT

The contractor shall support and manage Enterprise Content Management System (ECMS) scanning centers; this includes regional locations. Actual scanning of documents is **NOT** within the scope of this TO. Scanning centers are in the following locations:

- Chantilly, Virginia (Captiva)
- Sterling, Virginia (Captiva)
- Region 2: New York, New York (Captiva)
- Region 3: Philadelphia, Pennsylvania; set-up but not currently in use (Captiva)
- Region 6: Kansas City, Missouri (Captiva)
- Region 7: Fort Worth, Texas (Captiva)
- Region 9: San Francisco, California; planned for FY14
- Region 10: Auburn, Washington (Captiva)
- Eastern Distribution Center (EDC) (Kofax)
- Western Distribution Center (WDC) (Kofax)

In order to provide support and manage ECMS scanning centers, the contractor shall:

a. Participate in building and installing InputAccel Server, InputAccel Modules, and Kofax Server software.
b. Track and report out on the number of pages scanned each quarter at each scanning center to ensure output stays within the designated license from EMC for that scanning center. Report out on the number of pages scanned, daily and weekly, to the ECMS team.
c. Provide schedule and cost estimates for scanning progress.
d. Troubleshoot and resolve issues with scanning centers.

C.6.13 TASK 13 – BURLINGTON SUPPORT

The contractor shall support the EDC on-site in Burlington, New Jersey; the contractor shall:

a. Manage Phoenix Warehouse Management System (WMS) user accounts and logins for Burlington, Kansas City, Auburn, and Philadelphia.
b. Troubleshoot and resolve daily operational issues with Phoenix WMS.
c. Create and test SCRs as needed.

d. Manually enter shipment confirmation for requisitions (approximately 2,000/month) within Phoenix WMS where the carrier (FedEx International) does not provide electronic files.
e. Address daily corrections for WDC and Consolidated Supply Center (CSC) orders (approximately 20 orders/day need to be addressed).
f. Retrieve various confirmation files daily from carriers and ensure they are available for Phoenix WMS to process records back to FSS19 supply carriers with address information for shipments.
g. Daily printing of 1348s, manifests, and military shipping labels for FSS19 cycle work and CSC cycle work (process and print an average of 3,400 requisitions/day).
h. Print hazardous and marking labels required for shipping hazardous material (approximately 264,135 labels were printed in 2013).
i. Provide service for 20 zebra printers located in the production room and throughout the warehouse as service for these printers is not covered under another TO.
j. Process daily point of sales files received from Kalseriautem, Djibouti, and the White House.
k. Retrieve files daily from transportation carriers and ensure they are available for Phoenix WMS to process records back to FSS19.
l. Create and send daily reports as required.
m. Provide Burlington users and management with various reports on order tracking and operations, using query tools such as URSA and Crystal Reports.
n. Create URSA specifications when requested.